



Now that you have a
Recovery Plan –
What's Next???



Agenda



- You know it's coming...
- How ready are we?
- What can you do to prepare?

You know it's coming

Sacramento has a greater risk of natural disasters than many other metropolitan areas



Bomb

Fire



Gas Leak



Earth Quake



Flood



Power Outage

Human Error...

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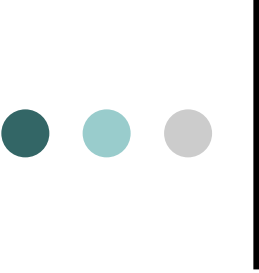
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**"As far as we can tell, the system went down because
someone stepped on a crack in the sidewalk."**

Recent Example...

- Resurfacing of a local high school track...



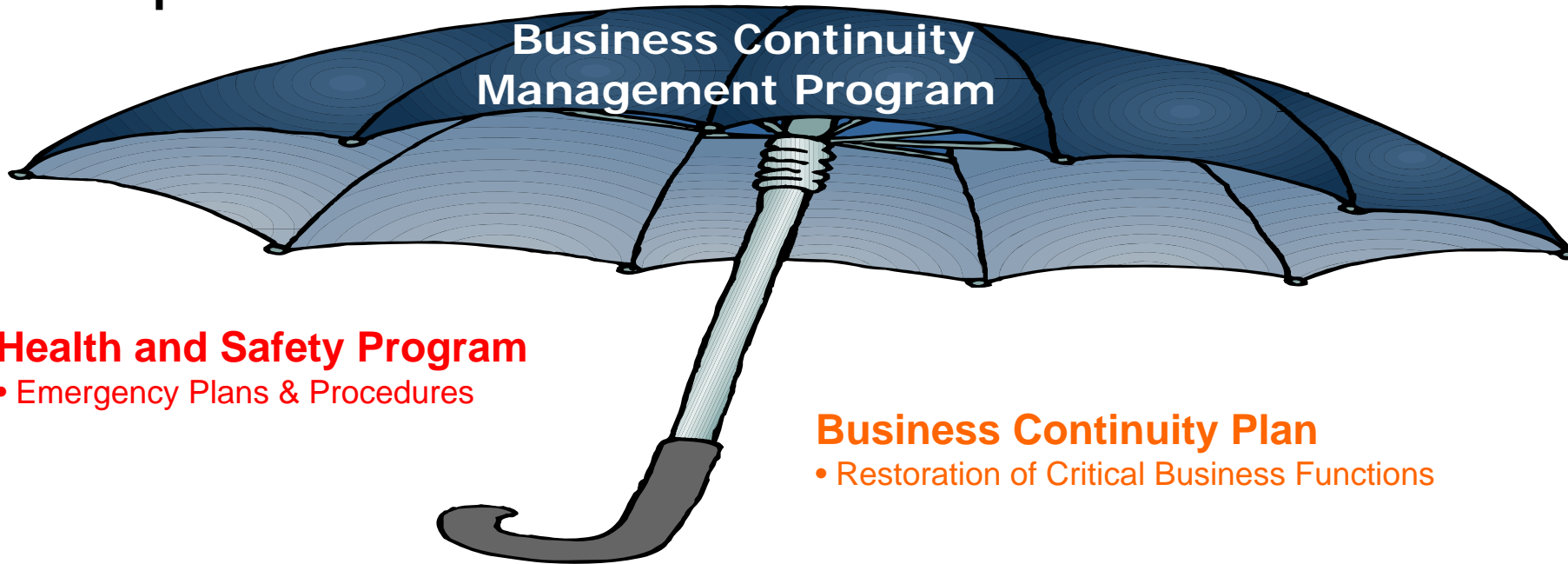


School's Message System...Second Message

“By avoiding immediate contact with your child – your child is safe and in the care of trained emergency responders. The best thing you can do for us right now is to wait for our next communication which will come shortly.

We appreciate your cooperation, patience and help, thank you very much. We will take care of your child.”

So – How Do We Prepare...



Health and Safety Program

- Emergency Plans & Procedures

Business Continuity Plan

- Restoration of Critical Business Functions

Incident Management Plan

- Emergency Operations Center – EOC
 - Incident Command & Control
 - Crisis Communications

Disaster Recovery Plan

- External IT Infrastructure
- Internal IT Infrastructure

Health and Safety Program

- First and Foremost – ensure everyone's safety: employees, visitors and most importantly – consultants!
- How to Prepare:
 - Evacuation Drills
 - Emergency Response Team Drills





Health and Safety Program

- How you can prepare:

1. Be familiar with your emergency evacuation plan
2. Know where the fire/evacuation alarms are located and how to use them
3. Know the pathway to at least two alternative exits from every room/area at the workplace
4. Know how to get out of the building in the dark
5. Have an updated contact list and know who to contact

Morgan Stanley – 9/11

What Went Well

- Rick Rescorla and Morgan Stanley Evacuation

Background

- 2,706 employees
- Twenty Floors in WTC 2

Experience and Preparedness

- 1993 WTC Bombing
- Meeting with the Port Authority - Lawsuit
- Drill, Drill, Drill
- Worry About the Worker, Not Liability



Success Factors

- Leadership
- Calmness
- Preparation - Employees knew what to do

Business Continuity Plan

- On at least a yearly basis:
 - Update the “Essential/Critical Business Functions”
 - Update the recovery staff and phone contacts
 - Identify any new systems or processes that support the essential/critical business functions



**Most Importantly:
Communicate changes with the staff
responsible for the Disaster Recovery Plan!**



Disaster Recovery Plan

- On a quarterly basis:
 - Review the plan for changes
 - Update the recovery staff and phone contacts
 - Identify any new systems or processes that support your essential/critical business functions



**Most Importantly:
Communicate with the business users!**

Drill, Test, Drill, Test...



- Does everybody have current information?
- Are all the systems and software up to date?
- Is the backup data available?
- Do people know what to do?



Just Do Me One Favor!

○ Step One

- Update your phone lists
- Know what your supposed to do, where to go and how to recover
- Know about your people/staff

○ Step Two

- Identify critical business functions
- Identify data and applications
- Create and/or update disaster recovery and business continuity plans



With That in Mind...

“The time to repair the roof is when the sun is shining”

John F. Kennedy

“Spectacular achievements are always preceded by unspectacular preparation” *Roger Staubach*

“Failure to prepare is preparing to fail” *John Wooden*

Remember the Six P's: Proper Planning and Preparation Prevents Poor Performance!



Thanks!

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